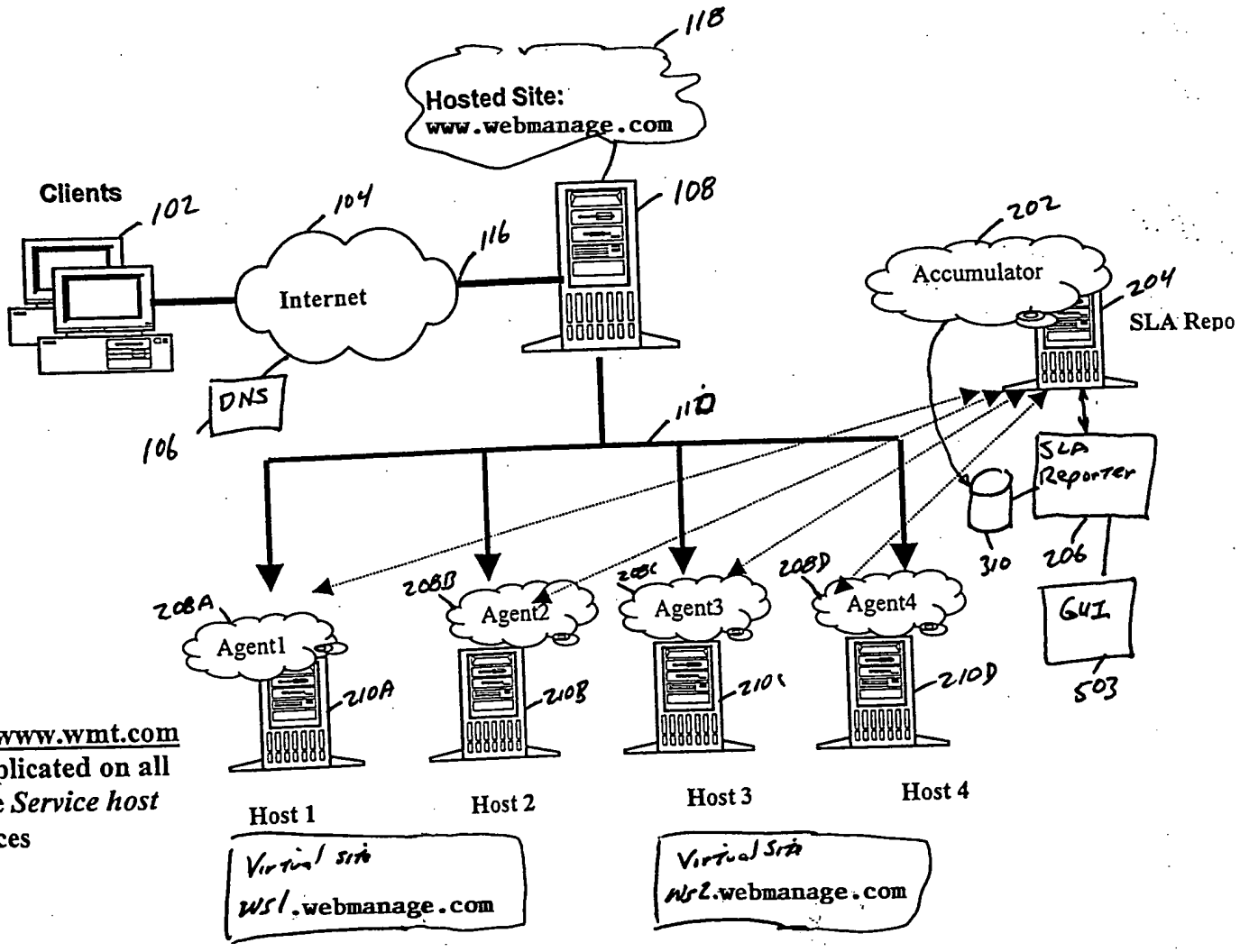
Fig. 1



Site www.wmt.com is replicated on all these *Service host* devices

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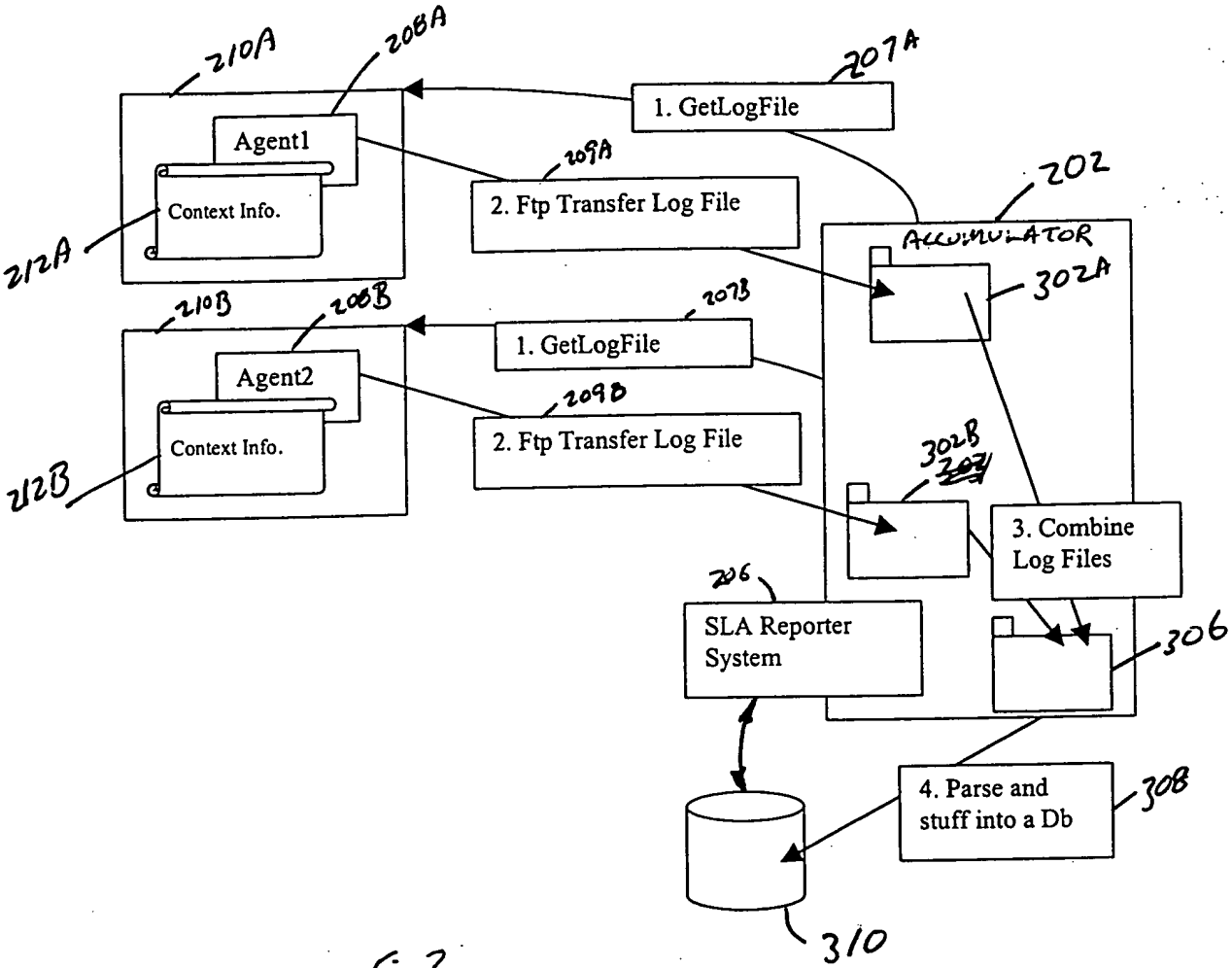

210A
208A
207A
1. GetLogFile
Agent1
209A
2. Ftp Transfer Log File
202
ACCUMULATOR
Context Info.
212A
302A
210B
208B
207B
1. GetLogFile
Agent2
209B
2. Ftp Transfer Log File
Context Info.
212B
302B
3. Combine Log Files
206
SLA Reporter System
306
4. Parse and stuff into a Db
308
310

Fig 2

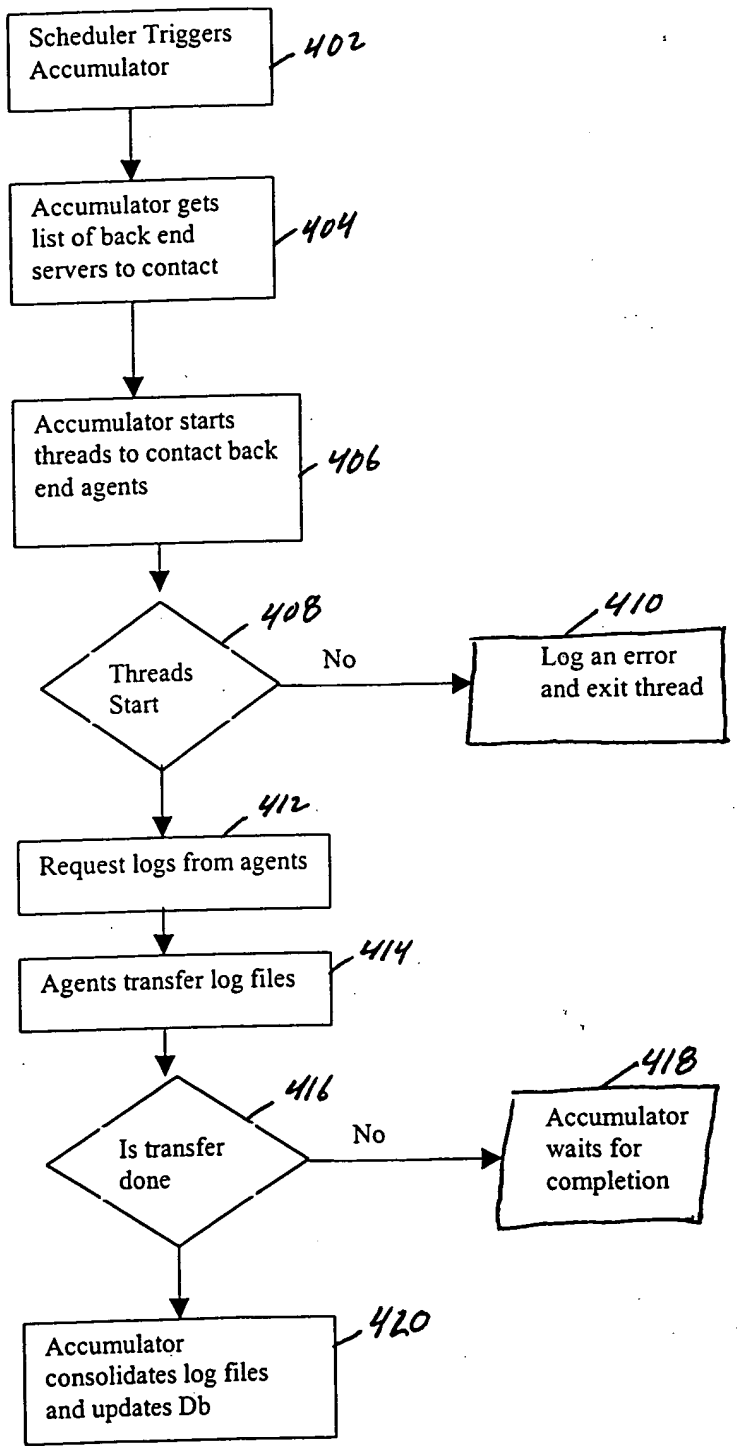
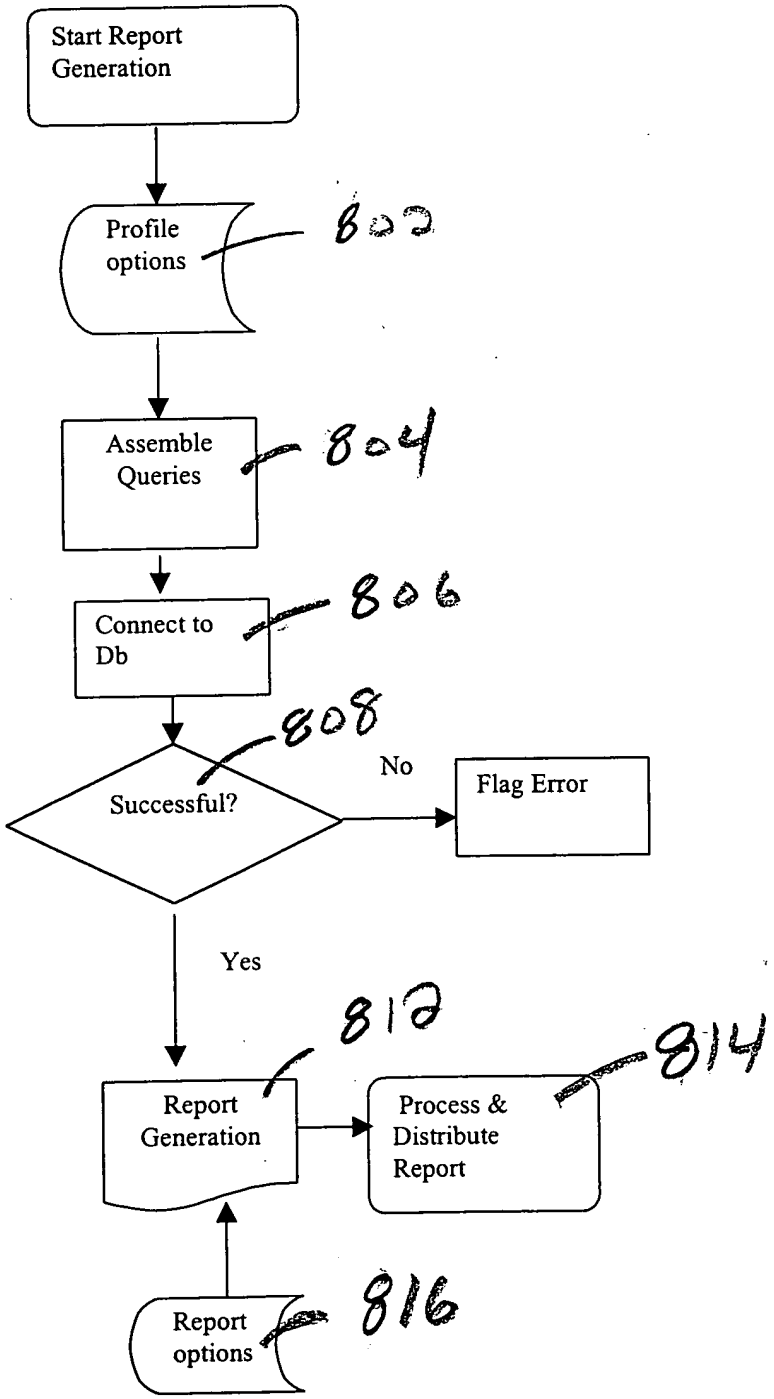

Scheduler Triggers Accumulator
402
Accumulator gets list of back end servers to contact
404
Accumulator starts threads to contact back end agents
406
Threads Start
408
No
Log an error and exit thread
410
Request logs from agents
412
Agents transfer log files
414
Is transfer done
416
No
Accumulator waits for completion
418
Accumulator consolidates log files and updates Db
420

Fig. 3

Fig. 4



Docket No. 50277-1439

URL Based SLA Query URL Based SLA Query

Fig. 5A

URL Based SLA Query									
	Page Name	Requests	Visits	Subscribed Avg.RT (Sec)	Actual Avg. RT (Sec)	% Deviation	Subscribed ErrorRate	Actual Error Rate	% Deviation
1	Webmanage HomePage /homepage.html	62	33	5	5	0	3	1	33.3
2	Default Page /index.html	36	19	5	8	-60	3	3	0
3	Product Details of Webmanage /products/products.html	12	6	5	6	-20	3	2	+33.3
4	About Webmanage /company/aboutus.html	4	2	5	7	-40	3	0	+100
5	Main page /main.html	4	2	5	3	+40	8	0	+100
6	Enroll for Product Evaluation!! /products/evaluation.html	4	2	5	4	+20	3	2	+33.3
	Total	92	64						

Back-end Virtual Site Based SLA Back-end Virtual Site Based SLA

Fig. 5B

Back-end Virtual Site Based SLA							
	Virtual Site Name/IP	Subscribed Avg.RT (Sec)	Actual Avg. RT (Sec)	% Deviation	Subscribed ErrorRate	Actual Error Rate	% Deviation
1	Ws1.bu.edu	5	1	+80	3	2	+33.3
2	Ws1.wmt.edu	5	1	+80	3	2	+33.3
3	Ws2.bu.edu	5	3	+40	3	0	+100
4	Ws2.wmt.com	5	4	+20	3	1	+60

Back-end Server Based SLA Back-end Server Based SLA

Fig. 5C

Back-end Server Based SLA								
	Server Name/IP	Class	Subscribed Avg.RT (Sec)	Actual Avg. RT (Sec)	% Deviation	Subscribed ErrorRate	Actual Error Rate	% Deviation
1	Server1	Platinum	5	1	+80	3	2	+33.3
2	Server2	Platinum	5	8	-60	6	10	-66.6

Total Bandwidth Total Bandwidth

Fig. 5D

Total Bandwidth			
	Bandwith Subscribed(KB)	Actual Bandwidth (KB)	% Deviation
1	9000	7900	+12.2

5,950,242

Bandwidth Utilized by each Backend Server Bandwidth Utilized by each Backend Server Fig. 5E

Bandwidth Utilized by each Backend Server			
	Virtual SiteName/IP	Backend Web Server	Bandwidth (KB)
1	Ws1.wmt.com	Server1	1200
2	Ws1.bu.edu	Server1	2300
3	Ws2.wmt.com	Server2	3400
4	Ws2.bu.edu	Server2	1000
	Total		**7900**

Class Based SLA Class Based SLA Fig. 5F

Class Based SLA							
	Class	Subscribed Avg.RT (Sec)	Actual Avg. RT (Sec)	% Deviation	Subscribed ErrorRate	Actual ErrorRate	% Deviation
1	Platinum	5	3	+40	3	0	+100
2	Gold	5	4	+20	3	4	-20
3	Silver	5	5	0	3	2	+33.3

User Based SLA Query User Based SLA Query most popular visitors to your site. Fig. 5G

User Based SLA Query								
	User Name/IP	Class	Subscribed Avg.RT (Sec)	Actual Avg. RT (Sec)	% Deviation	Subscribed Error Rate	Actual Error Rate	% Deviation
1	IBM	Gold	5	2	+60	3	1	+66.6
2	Microsoft	Gold	5	6	-20	6	3	+50
3	INTEL	Platinum	9	5	+44.4	8	5	+37.5

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